**Mirna Abou Chacra**

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Marital status: Single D.O.B: 13 APR 1985

Languages: Arabic, English and French

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**Objective:**

To seek a challenging career with a progressive and reputable organization; where I can utilize my work experience in customer service, sales and marketing. To utilize my innate and acquired skills in the achievement of departmental, organizational and personal objectives.

**Educational Attainment:**

October 2010 – June2013 Beirut, Lebanon

La Sagesse University

Master in Management

October 2003 – June 2007 Beirut, Lebanon

Arab Open University

Bachelor of Business Administration ‘Systems’

Fall 2008 Beirut, Lebanon

Arab Open University

Accounting and Finance Certificate

June 2003 Moukhtara El-Shouf, Lebanon

Public High School of Moukhtara

Bac II in Socio Economy

**Teaching Experience:**

**American University of Culture & Education– Baaklin , El Shouf**

October 2013-Currently

**Instructor**

**Course Title: Marketing Principles & Theory**

* Demonstrate an understanding of the underlying philosophy of the marketing concept and its strategic importance.
* Demonstrate an understanding of the key marketing concepts and how they are applied within the business analyze marketing situations, offer marketing solutions and support their recommendations with marketing theory and examples from industry.
* Respond to manage real life marketing problems.
* Conceptualize broadly the marketing process and how the various elements of the marketing mix, specific marketing tools and related theory fit together to make up the total “picture”.

**Course Title: Strategic Management**

* Integrate functional area knowledge into a general managerial perspective.
* Think strategically about a company and how it can develop sustainable competitive advantage.
* Develop the skills in conducting strategic audit in a variety of industries and in a competitive global market environment.
* Improve the ability to manage the organization process by which strategies are formed and executed.

**Course Title: Global entrepreneurship**

* Understand the planning process and the importance of a business plan
* Understand the advantages and disadvantages of different types of business ownership
* Build a marketing plan an advertising plan
* Provide and understand cash-flow projections and financial planning
* Understand the importance of location, layout, purchasing, quality and inventory control
* Know the ethical, legal and regulatory environment entrepreneurs operate within
* Think critically and be able to analyze businesses on their strengths, weaknesses, opportunities and threats

**Professional Experience:**

**Zeta Energy S.R.L – Stranzanno Friuli venezia giulia, Italy**

June 2013-Currently

**Marketing Representative in Lebanon**

* Conducting deals and contracts with potential clients.
* Scheduling appointments with customers.
* Closing deals with clients.
* Coordinating with technicians and engineers.
* Arranging contracts with banks and monitoring progress.
* Conducting and coordinating various operations.
* Scheduling/ Follow- up of appointments with various stakeholders.

**iResearch for Studies & Consultancy – Hamra, Beirut**

August 2011-June 2013

**Operations Coordinator**

* Briefing employees (interviewers and data entry employees) on the study.
* Conducting the necessary training for the interviewers on the questionnaire and reporting any questions or concerns to the operations manager.
* Coordinating various research operations.
* Supervising and monitoring progress reports: Receiving various progress reports from the project partners, combining them, and preparing the general research operations progress report and sending it to the operation manager.

**Arabiyyat Car Services s.a.l – Down Town,Beirut**

May2010 – July 2011

**Administrative Coordinator/Customer Service**

* Scheduling appointments with customers for annual vehicle mandatory inspection and payment of mechanique fees.
* Scheduling/Follow up of appointments for vehicles revision between the car’s company and customers.
* Coordinating appointments between customers and outdoor drivers.
* Issuing of mandatory and regular car insurance policies by Fidelity Insurance.
* Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mail as necessary.
* Secretarial Tasks: Follow up, filing, scheduling appointments for the GM, organizing meetings, closing deals with suppliers, projects researching as per the GM’s request, screening fax, e-mails and phone call, office supplies purchase, supervising drivers and monitoring their activity reports, office maintenance.

**LIBANCALL Company s.a.l –Mazraa, Beirut**

October2008- January 2010

**Customer Service/** **Breaking News**

* Scheduling appointments with customers.
* Scheduling/Follow up of appointments.
* Conducting contacts with companies.
* Communicate and handle incoming and outgoing electronic communications on behalf of the employees.

**BLOM Bank s.a.l Retail Branch -Hamra, Beirut** (Training Period)

October 2007- September 2008

**Call Center, Car Loan, Credit Card**

* Supervisor Assistant.
* Customer service.
* Follow up with clients on delayed due payments.
* Indoor and outdoor sales with clients.
* Conducting trainings for the new interns.
* Programs: Calypso, Olakgi
* Reports: Weekly closed deals for all branches, number of clients approached by trainees.
* Investigating clients’ profiles such as financial and career background, reputation and current work.
* Investigating with Banque du Liban on the history of the client including loans history, money laundering, black lists and getting needed information about the company where the client is currently working.

**Computer Knowledge:**

* Word, Excel, Power point, Outlook Express, Internet Surfing.

**Personal Development:**

* Leadership skills.
* Advanced communication skills.
* Ability to adapt with changing circumstances.
* Ability to handle multi tasks and work under high pressure.
* Ability to handle and solve conflicts.
* Creative problem solving and decision making skills.

**Hobbies:**

* Swimming, Reading, Travel, Basketball, Music.

*References are available upon request*

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